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ABSTRACT

One of 12 in the secretarial/clerical area, this booklet for the vocational instructor contains a job description for the data entry operator, a task list of areas of competency, an occupational tasks competency record (suggested as replacement for the traditional report card), a list of industry representatives and educators involved in developing the project, and statements of competencies and a separate competency record for the area of human relations and personal development. Job duties listed for the data entry operator are to operate keypunch, data recorder, verifier, and other data recording machines, with the ability to transcribe data from various source documents onto punch cards, tape, or disks in any computerized business or agency. Areas of competency in human relations and personal development are included (communication, self-development, personal appearance, office attitude, social and business etiquette, and job-seeking skills). Statements of competencies may be graded at either the secondary or postsecondary level, and the competency records are intended to follow the student through vocational training at both levels. Tasks in the task list are cross referenced with those in the booklets for other secretarial/clerical jobs. (MF)

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Data Entry Operator

TASK LIST
COMPETENCY RECORD

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FOR VOCATIONAL EDUCATION
3554 WHITE BEAR AVENUE
WHITE BEAR LAKE, MINNESOTA 55110

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CROSS REFERENCE SYSTEM

Task Lists in the secretarial/clerical area include: office services aid, typist, general office/typist, receptionist, secretary/non-shorthand, secretary/shorthand, educational office personnel, medical secretary, legal secretary, administrative assistant, correspondence specialist, correspondence supervisor, and data entry operator. All Task Lists contain an add-on list of human relations/personal development qualities desirable for graduates seeking secretarial/clerical positions.

The task lists for office services aid, typist, general office/typist, receptionist, secretary/non-shorthand, and secretary/shorthand are referred to as "GENERAL" secretarial/clerical lists and all additional lists are referred to as "SPECIALIZED" lists.

The * and the numbering system is the key to cross-referencing for the specialized lists. The specialized lists are compared to the lists for typist, general office/typist, receptionist, secretary/non-shorthand, and secretary/shorthand. When there is something on the specialized list that is not on the general lists a * appears. The position of the * indicates the level of change made in the AREA OF COMPETENCY, The Statement of Competency, or the Task. For example, if the * appears before the AREA OF COMPETENCY the entire AREA OF COMPETENCY is new. If the * appears before a Statement of Competency or Task then only that Statement or Task is new. If the * appears before a word then only that word is new or different. It may be necessary to refer to more than one general task list when comparing statements of competency.

The Task List for Data Entry Operator is not referenced to the general lists because the tasks are unique in that area and need specialized training. The Task Lists for Correspondence Specialist and Correspondence Supervisor are not referenced to the general lists because tasks in these areas are applied to a word processing/correspondence center and the procedure for completing the tasks is different from the tasks in the general lists. The Task List for Correspondence Supervisor is cross-referenced as an add-on to the Correspondence Specialist Task List.

INDUSTRY RECOMMENDATIONS

DATA ENTRY OPERATOR

Industry representatives have made several suggestions to students who will seek employment upon completion of this occupational program. These suggestions are general in nature and describe the kind of individual whom they wish to hire. A competent worker is one who satisfactorially performs the tasks listed in this document and one who is mature and responsible. It is important that an employee have a positive attitude toward work and that he/she continues to learn on the job.

One way an employee continues to learn is through reading articles in professional journals and publications. It is very important for a person in this position to intelligently communicate with employers and associates.

The employee who is an asset to the business assumes responsibility for communications (both written and oral) that leave the office. This includes using correct grammar and punctuation, spelling words correctly, and proofreading carefully so that neat and accurate corrections are made. Accuracy and confidentiality are extremely important in all secretarial/clerical occupations.

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JOB DESCRIPTION

Data Entry Operator

Other common job titles the data entry operator may have include: data entry recorder, keypunch operator, card data recording clerk, card data recorder, data entry clerk, data transcription operator, encoder, data preparation operator.

The basic duties of the data entry operator are to operate keypunch, data recorder, verifier machines, and perform related operator duties.

A data entry operator may also operate other data entry equipment such as teletype, cathode ray tube, and key diskette.

A person in this position must have the ability to transcribe data from various source documents onto punch cards, tape, or disks with speed and accuracy being a high priority. Accuracy is the most important for a person seeking entry level employment.

Goals for entry level skills should be set at 7,500 to 10,000 keystrokes per hour on a non-buffered machine and at a 10 percent increase in speed on a buffered machine with a two percent error ratio.

Graduates of the data entry operator program find employment in government agencies, businesses, industries, and any other area that is computerized.

TASK LIST

The following Task List gives you, the vocational instructor, recommendations about what your students should be able to do when they take a job as a DATA ENTRY OPERATOR. It was developed by a working committee of secretarial/clerical instructors and industry representatives throughout the state of Minnesota.

The Task List on the following pages includes the Tasks and the AREAS OF COMPETENCY recommended for a graduate of the Data Entry Occupational Program.

As you utilize this task list, you will need to continue working with your local advisory committee and with other instructors in your geographic area. Judgments must be made, by you, concerning the amount of time to spend in teaching various tasks, the conditions surrounding the performance of each task and the performance level for each task that will be acceptable.

*Data Entry Operator

TASK LIST

AREA OF COMPETENCY: DATA ENTRY EQUIPMENT

I.A. Handles daily upkeep, cleaning, and reports problems of data entry equipment to supervisor

1. describes machine stops and malfunctions
2. notifies supervisor or service department of needed repairs
3. uses proper method to remove jammed cards (if applicable)
4. empties chip box (if applicable)
5. changes ribbons (if applicable)
6. cleans covers, keyboard, (display tube face--if applicable), (display mirror--if applicable), (filter and read/write head--if applicable)
7. closes station at end of day

AREA OF COMPETENCY: OFFICE SUPPLIES

I.A. Determines and maintains the level of data entry supplies necessary to perform operations on a time or job basis

I.B. Requisitions from supervisor supplies as needed for personal/general office use

AREA OF COMPETENCY: RECORDS FILING AND MANAGEMENT

I.A. Keeps a tickler file or calendar to determine and remember when jobs are due

I.B. Maintains job instructions for each application

I.C. Files and retrieves program cards or diskettes

1. Files and retrieves needed materials
   (a) numerically
   (b) alphabetically

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*This task list is not referenced to the general lists for Typist, General Office/Typist, Receptionist, Secretary/Non-shorthand, and Secretary-Shorthand as it is felt that specialized training is needed for this occupational program.

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AREA OF COMPETENCY: LOGGING-IN

I.A. Enters volume and time it takes to complete a job on a time sheet, logs in batches and down time on an activity sheet

AREA OF COMPETENCY: KEYING APPLICATIONS

I.A. Keys from program coding sheets using Fortran language

I.B. Keys from program coding sheets using Cobal language

I.C. Keys from program coding sheets using Assembler language

I.D. Keys from program coding sheets using RPG language

I.E. Keys from program coding sheets using other language: _____

AREA OF COMPETENCY: GENERAL DATA ENTRY ACTIVITIES

I.A. Follows written and/or verbal instructions to perform data entry operations

I.B. Checks files for correct program cards, tape, or diskette to use for a given job (if needed)

I.C. Reports obvious source document errors to supervisor and corrects errors

AREA OF COMPETENCY: SPECIFIC DATA ENTRY ACTIVITIES

I.A. Performs keypunch data entry activities

1. prepares keypunch machine for operation

    a. checks registration

2. designs and punches a program card utilizing all features of the machine
3. enters data from source documents into punched cards with speed and accuracy
4. operates a verifier to check accuracy of punched cards

I.B. Performs diskette data entry activities

1. prepares diskette machine for operation

    a. turns machine on
    b. via telephone communications
    c. direct on line
    d. logs in operator number or code to computer
    e. calls/enters in program via diskette

2. designs and keys a program format
3. loads a program format
4. selects, displays and/or updates a program format that is in storage
5. enters and updates data from source documents onto diskettes
6. refers to CRT display screen to check the accuracy of the keyed material and makes the necessary corrections

    a. production mode
    b. updating and/or editing mode

7. duplicates diskettes

8. verifies diskette for accuracy
9. displays prompting message to aid in keying in data
10. searches for data recorded on the diskette
11. inserts or deletes records on a diskette
12. processes and displays field totals to check accuracy of data entered
13. records production statistics on a diskette (optional)
14. retrieves or transmits information from remote locations by transmitting the contents of a diskette
15. prepares external labels to identify material on diskette (written)
16. closes station

I.C. Performs key to disk data entry activities

1. prepares systems to receive input

    a. turns machine on
    b. via telephone communications
    c. direct on line
    d. logs-in operator numbers or codes to computer
    e. calls/enters programs

2. enters data from source documents
3. verifies source documents as designated
4. inserts, deletes, and searches for specific records
5. signs off

I.D. Performs CRT on line data entry activities

1. prepares CRT machines for operation

    a. via telephone communications
    b. direct on line

2. selects and displays programs that are ir storage
3. displays prompting messages to aid in keying in data
4. enters and/or updates data from source documents into storage
5. refers to CRT display screen to check the accuracy of the keyed material and makes the necessary corrections

    a. production mode
    b. updating and/or editing mode

6. recognizes delays in response time
7. signs off

I.E. Performs teletype data entry activities

1. prepares teletype machine for operation

    a. via telephone communication
    b. direct on line

2. enters data from source documents

    a. coded punches on tape
    b. on line

3. signs off

AREA OF COMPETENCY: MACHINE OPERATION

I.A. Operates data entry equipment to perform data entry activities:
Kinds: _____

AREA OF COMPETENCY: SUPERVISED WORK EXPERIENCE, OFFICE SIMULATION, STUDENT ORGANIZATIONS (OPTIONAL)

I.A. Participates in supervised work experience training (co-op, internship)

I.B. Participates in a simulated office program

I.C. Participates in co-curricular student organizations

COMPETENCY RECORD

The COMPETENCY RECORD that appears in this section is suggested as a replacement for the traditional report card. It can be used to give employers, teachers, counselors, students and parents information about what each student can and cannot do.

The COMPETENCY RECORD should follow the student through his or her vocational training in the secondary and/or the post-secondary school. The recommended grading scale is shown on the COMPETENCY RECORD. The COMPETENCY RECORD on the following pages includes ALL the AREAS OF COMPETENCY recommended for a graduate of the Data Entry Operator Occupational Program.

COMPETENCY RECORD

OCCUPATIONAL PROGRAM: **Data Entry Operator** Name of Student _____

This competency record tells what the student, who is named above, has demonstrated that he or she can do. A graduate is one who has demonstrated competent performance of all the tasks designated for this occupational program. This competency record is to be used as an expansion of and/or supplement to the traditional report card. Student performance can be rated at the secondary and/or post secondary level.

RATING SCALE:

5 - Performs task(s) with ability that consistently exceed(s) program minimum standards set for job entry level; very competent.

4 - Performs task(s) at job entry level; competent.

3 - Performs task(s) with periodic assistance.

2 - Performs task(s) with constant assistance.

1 - Is unable to perform task(s).

T - Demonstrated ability to perform task(s) at or above job entry level by taking a challenge test.

PWPM - Actual production words per minute (PWPM) obtained by student.

SCHOOL(S) ATTENDED: DATES ATTENDED INSTRUCTOR'S NAME(S)

	MINIMUM PROGRAM STANDARD	SECONDARY			POST SECONDARY		
		RATING	YR.	INSTR.	RATING	YR.	INSTR.
AREA OF COMPETENCY: DATA ENTRY EQUIPMENT							
I.A. Handles daily upkeep, cleaning, and reports problems of data entry equipment to supervisor							
Comments:							
AREA OF COMPETENCY: OFFICE SUPPLIES							
I.A. Determines and maintains the level of data entry supplies necessary to perform operations on a time or job basis							
I.B. Requisitions from supervisor supplies as needed for personal/general office use							
Comments:							
AREA OF COMPETENCY: RECORDS FILING AND MANAGEMENT							
I.A. Keeps a tickler file or calendar to determine and remember when jobs are due							

	MINIMUM PROGRAM STANDARD	SECONDARY			POST SECONDARY		
		RATING	YR.	INSTR.	RATING	YR.	INSTR.
I.B. Maintains job instructions for each application							
I.C. Files and retrieves program cards or diskettes							
Comments:							
AREA OF COMPETENCY: LOGGING-IN							
I.A. Enters volume and time it takes to complete a job on a time sheet, logs in batches and down time on an activity sheet							
Comments:							
AREA OF COMPETENCY: KEYING APPLICATIONS							
I.A. Keys from program coding sheets using Fortran language							
I.B. Keys from program coding sheets using Cobal language							
I.C. Keys from program coding sheets using Assembler language							

	MINIMUM PROGRAM STANDARD	SECONDARY			POST SECONDARY		
		RATING	YR.	INSTR.	RATING	YR.	INSTR.
I.D. Keys from program coding sheets using RPG language							
I.E. Keys from program coding sheets using other language:							
Comments:							
AREA OF COMPETENCY: GENERAL DATA ENTRY ACTIVITIES							
I.A. Follows written and/or verbal instructions to perform data entry operations							
I.B. Checks files for correct program cards, tape, or diskette to use for a given job (if needed)							
I.C. Reports obvious source document errors to supervisor and corrects errors							
Comments:							
AREA OF COMPETENCY: SPECIFIC DATA ENTRY ACTIVITIES							
I.A. Performs keypunch data entry activities							

	MINIMUM PROGRAM STANDARD	SECONDARY			POST SECONDARY		
		RATING	YR.	INSTR.	RATING	YR.	INSTR.
I.B. Performs diskette data entry activities							
I.C. Performs key to disk entry activities							
I.D. Performs CRT on line data entry activities							
I.E. Performs teletype data entry activities							
Comments:							
AREA OF COMPETENCY: MACHINE OPERATION							
I.A. Operates data entry equipment to perform data entry activities Kinds:							
Comments:							

	MINIMUM PROGRAM STANDARD	SECONDARY			POST SECONDARY		
		RATING	YR.	INSTR.	RATING	YR.	INSTR.
AREA OF COMPETENCY: SUPERVISED WORK EXPERIENCE, OFFICE SIMULATION, STUDENT ORGANIZATIONS (OPTIONAL)							
I.A. Participates in supervised work experience training (co-op, internship) Type of business, institution, or agency: _____ _____ Length of time: _____ _____							
I.B. Participates in a simulated office program Length of program: _____ _____							
I.C. Participates in co-curricular student organizations Name of organization: _____ _____							
Comments:							

	MINIMUM PROGRAM STANDARD	SECONDARY			POST SECONDARY		
		RATING	YR.	INSTR.	RATING	YR.	INSTR.
GOALS FOR ENTRY LEVEL: DATA ENTRY OPERATOR							
I.A. Operates data entry machines with less than two percent error ratio							
I.B. Performs keystrokes on a non-buffered machine: (7,500-10,000 per hour) Entry level standard on alpha and numerical data							
I.C. Performs keystrokes on a buffered machine (10 percent increase over non-buffered machine-entry level standard on alpha and numerical data)							
I.D. Performs operations with a left zero							
I.E. Performs operations without a left zero							
Comments:							

Statements of competencies can be graded at either secondary or post-secondary level.

INDUSTRY REPRESENTATIVES

The following Industrial Representatives were involved in the development of the task list for this occupational program.

Tom Kingsbury
Univac Suite 307
7801 Metro Parkway
Bloomington, MN 55120

Mr. Harry Coolidge
Burlington Northern
Room 520
176 East 5th Street
St. Paul, MN 55101

Mr. Dick Hara
Building 224 Three South
3M Company
3M Center
St. Paul, MN 55101

Ms. Corinne McDonald
General Mills
Box 1113
Minneapolis, MN 55440

Ms. Leota Swanson
Lutheran Brotherhood
701-2nd Avenue South
Box 409
Minneapolis, MN 55402

Ms. Rosemary Thomsen
Blue Cross
3535 Blue Cross Road
St. Paul, MN 55122

Mr. J. L. Weinmann, Manager
Computer Operations Department
414 Nicollette Mall
Minneapolis, MN 55401

Mr. Frank Smith
Mickie Hulten
Honeywell MN 171520
2600 N. E. Ridegeway Road
Minneapolis, MN 55413

Ms. Dorothy Slough
North Western Bell Telephone
224 South 5th Street
Minneapolis, MN 55402

DEVELOPERS

Curriculum Articulation Project

Dr. Laura J. Burger, Director
Ms. Deena B. Allen, Curriculum Specialist
Statewide Curriculum Articulation Project
3554 White Bear Avenue
White Bear Lake, MN 55110

Ms. Connie Kohls, Curriculum Specialist
Statewide Curriculum Articulation Project
Brainerd A.V.T.I.
300 Quince Street
Brainerd, MN 56401

Mrs. Roselind Ehrenberg
Dakota County A.V.T.I.
Rosemount, MN 55068

Ms. Linda Lacy
Echo, MN 56237

Ms. Rachel LaVasseur
916 A.V.T.I.
White Bear Lake, MN 55110

Mr. Richard Swanson
Canby A.V.T.I.
Canby, MN 56220

Mr. Benno Sydow
Kellogg Senior High School
15 East County Rd. B2
Roseville, MN 55117

Mr. Frank Vivaldelli
Highland Park Senior High
1015 Snelling Avenue
Highland Park, MN 55116

HUMAN RELATIONS AND PERSONAL DEVELOPMENT

Secretarial/clerical personnel work with people. For this reason additional competencies in the area of Human Relations and Personal Development are needed by the student who wishes to become employed. People work together when they have an understanding of themselves and their co-workers and when they willingly make appropriate adjustments in their own behavior.

The STATEMENTS OF COMPETENCY shown in the following section of this task list represent the minimal Human Relationship and Personal Development skills needed by graduates of secretarial/clerical programs. It should be recognized that students will continue to learn about themselves and others through daily experiences they have in their careers.

HUMAN RELATIONS AND PERSONAL DEVELOPMENT

AREA OF COMPETENCY: COMMUNICATIONS

A. Demonstrates acceptance of people in a friendly business-like manner

1. interacts verbally with people in communicating a message

   a. enunciates clearly
   b. uses correct grammar and appropriate choice of words
   c. shows/demonstrates tact
   d. responds courteously
   e. uses a pleasant speaking tone, rate and volume

2. asks, remembers and uses persons' names in communicating with people

3. interacts non-verbally with people in communicating a message

   a. recognizes the meaning of facial expression
   b. recognizes the meaning of body language
   c. recognizes the meaning of eye contact
   d. recognizes the meaning of hidden messages

B. Listens to and responds to the messages received from co-workers, supervisors and visitors

1. takes notes when receiving instructions
2. periodically looks at the person who is speaking to obtain visual cues
3. asks for clarification when the message is not understood
4. concentrates on one thing at a time as directions are given

C. Gives directions and responds to other people

1. makes use of an understanding of human behavior
2. displays an ability to be assertive without being offensive
3. deals effectively with angry or defensive co-workers/customers
4. recognizes the uniqueness of and differences in individuals

AREA OF COMPETENCY: SELF-DEVELOPMENT

A. Demonstrates a disposition for continued personal growth and understanding of self

1. thinks positively about himself/herself and his/her future
2. does not show off to bolster his/her self-confidence
3. waits for what he/she wants
4. makes up his/her mind decisively
5. admits his/her shortcomings
6. recognizes and builds on his/her strengths without becoming vain
7. seeks out new ways to develop his/her talents
8. has a realistice self-image based upon the way that others see him/her
9. has a positive attitude about self and others

B. Displays personal development for social living

1. handles personal finances
2. chooses life style and housing options
   a. displays an ability to live and work with others harmoniously
3. chooses safe and reliable transportation
4. identifies personal biases, prejudices, and stereotypes

C. Shows emotional maturity

1. tolerates frustrations
2. thinks for himself/herself
3. is calm and exerts extra effort to keep on an even level
4. tackles unpleasant tasks without self-pity
5. takes responsibility for his/her own actions
6. understands his/her role in group dynamics
7. takes orders without becoming obstinate
8. is motivated by a long-range plan, not by whims or desires of each passing week
9. does not nurse grudges or try to get even

D. Maintains professional maturity

1. has clearly defined career goals

   a. views his/her job professionally, rather than as only a means of obtaining a pay check
   b. sees job satisfaction as part of good mental health
   c. sets realistic goals based on his/her abilities

AREA OF COMPETENCY: PERSONAL APPEARANCE

A. Maintains good physical fitness behavior patterns

1. gets sufficient sleep
2. shows good nutrition

3. gets proper exercise
4. has annual dental and medical check-ups
5. has good posture

B. Shows good visual poise

1. demonstrates an appropriate method of standing, walking, sitting, bending and lifting

C. Selects and wears proper office attire

1. is groomed attractively and tastefully
   a. wears clean, wrinkle free garments
   b. wears flattering colors and garment styles for his/her figure
   c. chooses accessories that are appropriate for work
      (1) fads
      (2) fashions
   d. coordinates colors of garments and accessories worn together
   e. plans a wardrobe for a limited budget
   f. wears shoes that are quiet, polished, fastened and in good repair
   g. shops for clothing that is well constructed so that it will last

D. Has good personal hygiene habits

1. bathes his/her body regularly
2. uses antiperspirant
3. has clean hair, skin, teeth, nails, and breath
4. wears clean clothes that have been laundered properly
5. removes hair properly and regularly from selected areas of the body
6. applies cosmetics in a skillful way to enhance features
7. subtly applies body fragrances

AREA OF COMPETENCY: OFFICE ATTITUDE

A. Relates to male and female co-workers of all ages, skills, backgrounds, and positions

1. contributes to a team effort

   a. requests and/or gives assistance to other people
   b. handles constructive/non-constructive criticism and profits from it
   c. declines invitations gracefully
   d. responds cheerfully and gives praise when appropriate
   e. is supportive and encouraging to co-workers

2. assumes individual job responsibility
3. deals effectively with friction and tension within the office

    a. co-workers who don't assume full share of workload
    b. moodiness of co-workers/supervisors
    c. favoritism among staff
    d. personal problems which interfere with work
    e. offensive language or behavior of co-workers, supervisor or customers
    f. improper hygiene of co-workers which is offensive to others
    g. angry customers
    h. chronic complainers
    i. short-tempered co-workers, supervisor or self

B. Supports company and employer by exhibiting professionalism

1. shows loyalty to company
2. follows the company's policies
3. maintains confidentiality of company/institutional information
4. anticipates needs of supervisor
5. demonstrates cost control

    a. conserve supplies
    b. use time efficiently
    c. develop and improve personal work methods and procedures

6. displays good housekeeping habits

    a. cleans and maintains work area
    b. cleans and organizes employer's work area as instructed
    c. makes coffee and keeps coffee area neat and clean

7. shows professional commitment to his/her employer

    a. shows flexibility and willingness to try new approaches
    b. is versatile and willing to adopt his/her behavior to new situations
    c. willingly works overtime to meet scheduled deadlines
    d. asserts his/her feeling, needs, and competence in communicating with his/her employer about salary, benefits, and company policy

C. Shows that he/she is dependable in the office situation

1. has work habits that insure work being accomplished on time and correctly
2. arrives at work on time and maintains scheduled working hours
3. plans and schedules work assignments and priorities
4. takes reasonable coffee breaks and lunch breaks
5. has a good attendance record with sick leave and personal days taken when necessary
6. pays attention to detail so that high quality work is maintained consistently
7. follows through to completion work that has been started

D. Shows initiative in gaining professional advancements

1. seeks job/self enhancement experiences

a. updates his/her skills and knowledge through formal education, in-house training, and informal communication
b. participates in professional organizations

2. selects or rejects job promotions based on opportunity, personal goals, and circumstances

a. examines alternatives and engages in career planning

(1) long term
(2) short term

AREA OF COMPETENCY: SOCIAL AND BUSINESS ETIQUETTE

A. Displays proper social etiquette

1. etiquette for social functions (e.g. introductions, table manners, common courtesy)

B. Displays proper business etiquette

1. converses with co-workers and guests in a socially acceptable manner, within the time constraint of the office situation

a. office business (non-confidential)
b. personal business
c. social events
d. topics of general interest

2. uses the informal communications network (grapevine) within the office in a positive way

3. refrains from contibuting to office gossip

4. addresses superior properly (e.g. Mr., Dr., Ms., etc.)

   a. formal
   b. non-formal

AREA OF COMPETENCY: JOB SEEKING SKILLS

A. Identifies job opportunities for which he/she is qualified

   1. checks school bulletin board
   2. reads newspaper ads
   3. contacts employment agencies

      a. state
      b. private

   4. uses personal contacts

B. Prepares for job interview

   1. writes and types a resume
   2. composes and types a letter of application
   3. contacts a prospective employer
   4. arrives on time
   5. conveys an optimistic outlook and willingness to learn

C. Participates in a job interview

   1. dresses and grooms himself/herself appropriately
   2. obtains job information from perspective employer

      a. job requirements
      b. benefits
      c. environment
      d. salary
      e. opportunity for advancement
      f. company's purpose and function

D. Follows-up on the job interview

   1. sends an acknowledgment letter
   2. makes a phone call

COMPETENCY RECORD

HUMAN RELATIONS AND PERSONAL DEVELOPMENT

OCCUPATIONAL PROGRAM: DATA ENTRY OPERATOR

Name of Student _____

This competency record tells what the student, who is named above, has demonstrated that he or she can do. A graduate is one who has demonstrated competent performance of all the tasks designated for this occupational program. This competency record is to be used as an expansion of and/or supplement to the traditional report card. Student performance can be rated at the secondary and/or post secondary level.

RATING SCALE:

5 - Performs task(s) with ability that consistently exceed(s) program minimum standards set for job entry level; very competent.

4 - Performs task(s) at job entry level; competent.

3 - Performs task(s) with periodic assistance.

2 - Performs task(s) with constant assistance.

1 - Is unable to perform task(s).

T - Demonstrated ability to perform task(s) at or above job entry level by taking a challenge test.

PWPM - Actual production words per minute (PWPM) obtained by student.

SCHOOL(S) ATTENDED: DATES ATTENDED INSTRUCTOR'S NAME(S)

	MINIMUM PROGRAM STANDARD	SECONDARY			POST SECONDARY		
		RATING	YR.	INSTR.	RATING	YR.	INSTR.
AREA OF COMPETENCY: COMMUNICATIONS							
A. Demonstrates acceptance of people in a friendly-business-like manner							
B. Listens to and responds to the messages received from co-workers, supervisors and visitors							
C. Gives directions and responds to other people							
Comments:							
AREA OF COMPETENCY: SELF-DEVELOPMENT							
A. Demonstrates a disposition for continued personal growth and understanding of self							
B. Displays personal development for social living							
C. Shows emotional maturity							
D. Maintains professional maturity							
Comments:							
AREA OF COMPETENCY: PERSONAL APPEARANCE							
A. Maintains good physical fitness behavior patterns							
B. Shows good visual poise							
C. Selects and wears proper office attire							
D. Has good personal hygiene habits							

	MINIMUM PROGRAM STANDARD	SECONDARY			POST SECONDARY		
		RATING	YR.	INSTR.	RATING	YR.	INSTR.
Comments:							
AREA OF COMPETENCY: OFFICE ATTITUDE							
A. Relates to male and female co-workers of all ages, skills, backgrounds, and positions							
B. Supports company and employer by exhibiting professionalism							
C. Shows that he/she is dependable in the office situation							
D. Shows initiative in gaining professional advancements							
Comments:							
AREA OF COMPETENCY: SOCIAL AND BUSINESS ETIQUETTE							
A. Displays proper social etiquette							
B. Displays proper business etiquette							
Comments:							
AREA OF COMPETENCY: JOB SEEKING SKILLS							
A. Identifies job opportunities for which he/she is qualified							
B. Prepares for job interview							58
C. Participates in a job interview							

	MINIMUM PROGRAM STANDARD	SECONDARY			POST SECONDARY		
		RATING	YR.	INSTR.	RATING	YR.	INSTR
D. Follows up on the job interview							
Comments:							

Statements of competencies can be graded at either the secondary or post-secondary level.

CE 009 584

Developers: Human Relations and Personal Development

Ms. Linda Anderson
Hutchinson A.V.T.I.
Hutchinson, MN 55350

Ms. Linda Jeffries
Moorhead A.V.T.I.
810 Fourth Avenue South
Moorhead, MN 56560

Ms. Ann Ellinson
Moorhead A.V.T.I.
810 Fourth Avenue South
Moorhead, MN 56560

Mr. Milo Loken
Hennepin Technical Center North
9000 North 77th Avenue
Brooklyn Center, MN 55445

Ms. Mary Ruprecht
Word Processing Management
Consultant
140 West Myrtle Street
Duluth, MN 55881

Ms. Willa Campbell
St. Cloud A.V.T.I.
St. Cloud, MN 56301

Miss Shirley Buckholz
Minnetonka High School
1830 Highway 7
Minnetonka, MN 55343

Ms. Cheryl Boche
South Washington Co. Schools
Park High
Cottage Grove, MN 55075

Ms. Katheryn Simonson
Brainerd A.V.T.I.
300 Quince Street
Brainerd, MN 56401

Ms. Marlene Paulcowitz
916 A.V.T.I.
3300 Century Avenue
White Bear Lake, MN 55110

Mr. Frank Starke
Alexandria A.V.T.I.
Alexandria, MN 56308

Mr. Dennis Lyngen
Alexandria A.V.T.I.
Alexandria, MN 56308

Mr. Dave Teske
Hutchinson A.V.T.I.
Hutchinson, MN 55350